



# Worcester Regional Transit Authority



*the way to go!*

# WRTA Bus Service

The WRTA funds extensive bus service. Twenty-eight (28) bus routes serve the City of Worcester and extends into thirteen (13) surrounding communities. About 90% of Worcester residents live within walking distance of a bus stop.

## WRTA bus service serves all:

- major employers
- medical facilities
- shopping areas
- theatres
- professional buildings
- parks
- schools
- colleges and universities
- housing complexes for elders and people with disabilities
- bus/rail stations

Bus service also operates along major roads that pass through the downtown areas of 13 surrounding WRTA communities.

All WRTA buses are equipped to accommodate people who use mobility devices. In fact, elders and people with disabilities currently choose to take over 3,000 trips a day using the WRTA bus system.

## FARE INFORMATION

Elders and people with disabilities can ride the bus for less than half the regular bus fare and considerably less than the paratransit fare and you don't have to call to reserve a bus ride! (see the **Fares Insert**)

To find out if the buses travel where you want to go, call the WRTA information line at **508.791.9782** and request a system map and/or bus route schedules. Maps and schedules are also available at **other convenient locations in the Worcester area.**



# How To Ride WRTA Paratransit Service

## Requesting Service

You must call in advance to arrange trips. For details on each available service, see the **Americans with Disabilities Act (ADA) Service** and the **Non-ADA Service Inserts**. You may call your local provider between 8:00 A.M. and 4:30 P.M., seven (7) days a week to request ADA trips. Ask your local provider when to call to request Non-ADA Service (see the **Service Provider Listing Insert**).

Please have the following information on hand when you call to request trip(s):

- Full name
- Date of trip
- Time of trip
- Pick-up address
- Drop off address
- Time of return trip
- Companion or PCA/Personal Assistants traveling with you
- Special information about your trip or your ability to travel

## Taking the Trip

Unless we call back with different information, *your ride will arrive sometime within ten (10) minutes before your scheduled pick-up time and ten (10) minutes after the scheduled pick-up time*. Make sure you allow for this window of time so you are ready for the vehicle when it arrives. Remember to wait where you'll be able to see the vehicle approaching! You must meet the vehicle at the curb.

*Once the vehicle arrives within that "window" of time, the driver will wait up to five (5) minutes for you to come out to meet the vehicle before leaving.*

If your trip is an ADA trip, you will be dropped off at the curb when you arrive at your destination. If you are using Non-ADA Service, you may request driver assistance up one step or ramp leading to an outside main entrance as long as the driver is still within sight of the vehicle. If you need additional assistance beyond this, you will have to bring someone with you.

## Canceling the Trip

If you don't need your ride, you must call in to cancel using the following procedure:

For trips scheduled after 9:00 A.M. call to cancel at least three (3) hours before your pick up time.

No advance notice is required for trips scheduled before 9:00 A.M., but please call as soon as you know you don't need the trip so another trip can be scheduled.

Failure to follow these cancellation rules will result in a "No Show" being recorded in your file. If you have three (3) documented "No Shows" within a 3-month period you will be suspended from service for a period of up to 30 calendar days.

If you are a "No Show" for your original trip, your return trip is automatically cancelled.

If you have questions or concerns regarding a "No Show", call your local provider.

Remember, you must call the scheduling office to arrange, cancel or change your trip. Drivers cannot accept this information.

## **For Your Safety**

- Drivers are required to help you board safely, secure mobility devices, and secure passenger belts upon request.
- All passengers must wear seat belts, unless there is a documented medical condition on file that prohibits seat belt use.
- Wheelchairs and other mobility devices will be secured to the vehicle floor using four (4) securement straps. Passengers riding in such devices are required to wear a shoulder harness and a lap belt. A torso belt is also required during boarding and alighting and is recommended for the duration of the trip. Please insist on this securement process!
- Our vehicles are designed to accommodate a variety of mobility devices. However, there are wheelchair size and weight restrictions established by the Americans with Disabilities Act (ADA). As a result, we are only required to transport mobility devices that:
  - (1) do not exceed thirty inches (30 in.) in width;
  - (2) do not exceed forty-eight inches (48 in.) in length;
  - (3) have at least two inches (2 in.) of ground clearance; and
  - (4) do not exceed six hundred pounds (600 lbs.) when occupied.
- We feel that passengers who use three (3) and four (4) wheel scooter type mobility devices (such as Amigo) are most safely served by transferring to a vehicle seat. For your safety and the safety of other passengers, you will be asked to transfer to a vehicle seat if you can. We ask for your cooperation.
- Mobility devices must have working brakes and footrests.



- Please have a federally-approved child restraint device (car seat) available for any child traveling with you, who is under the age of four (4) and weighs under forty (40) pounds. Children who weigh over 40 pounds, but are under 5, must ride in booster seats. We can only transport children in proper restraint devices!
- Local providers will only pick up and drop off where it is safe to do so. Property conditions are not the responsibility of the provider. You may be asked to upgrade or change loading and unloading areas to ensure your safe transport as well as the safety of the drivers.
- Drivers are instructed to report unsafe situations to their supervisor. Passengers may need to comply with certain conditions necessary for safe service delivery.

### **Rules to Remember**

- Verbal or physical abuse toward our office staff, drivers or other passengers could result in a suspension from service.
- No eating, drinking or smoking while riding in a WRTA vehicle.
- Please, no tipping! Drivers are not allowed to accept tips.
- Our drivers will only take you to your pre-scheduled destination. In order to ensure your safety and the timely pick up of other passengers, drivers are not allowed to stop or bring you to a different address.
- Drivers are not required to handle baggage or equipment. Please bring only what you, or someone with you, can safely carry onto and off of the vehicle in one trip.
- PCAs (Personal Care Assistants) may accompany riders at no cost.
- If you travel with medical support equipment, you may be required to bring a companion with you.
- Unless children under the age of 13 are ADA riders, they must be accompanied by an adult.
- Trained service animals are welcome on WRTA vehicles.

**We encourage customer comments. For suggestions, recommendations, compliments or concerns regarding our services, please contact the WRTA Customer Service office at 1.877.292.4476.**

*Following these simple rules makes the service more pleasant and convenient for all WRTA riders.*

# Americans with Disabilities Act (ADA) Service

The Worcester Regional Transit Authority (WRTA) provides van and cab service to individuals with disabilities who qualify for paratransit service under the Americans with Disabilities Act (ADA). People who become ADA eligible may request transportation for any trip purpose (i.e. trips are not limited to medical appointments and grocery shopping).

ADA eligible riders can travel anywhere within the City of Worcester and along three-quarters (3/4) mile corridors surrounding the WRTA bus routes outside the City. Call your local service provider to find out if your trip falls within the ADA service area. (see the **Service Provider Listing Insert**)

Trips may be provided in vans or cabs. Fares are the same in any vehicle. Riders must meet the vehicle at the curb.

## Who is eligible?

ADA paratransit service is for individuals whose disabilities prevent them from using regular fixed route bus service. Eligibility is not dependent upon age or financial status. To qualify, an individual must either be determined eligible through the WRTA application process, which includes verification by a medical professional or provide proof of eligibility from another Transit Authority in Massachusetts or a transit system elsewhere in the country. (see the **ADA Application Insert**)

### Service Hours within Worcester:

Monday - Friday 4:50 A.M. - 9:30 P.M.

Saturday 6:00 A.M. - 10:00 P.M.

Sunday 9:25 A.M. - 8:30 P.M.

### Service Hours Outside of Worcester:

Service hours vary slightly.

For specific information call your local service provider.

## Instructions

For instructions on how to register for this service, please see the **ADA Application insert**.

The WRTA will let you know in writing whether or not you are eligible for ADA paratransit service.

Once you are registered, you can call I service provider to request a trip as late as 4:30 P.M. the day before the trip and as early one (1) week in advance

*Continued on reverse side....*

### **ADA regulations allow service providers to:**

- 1) offer you a ride up to one (1) hour earlier or later than the time you requested if there is no space available at the time you requested. You won't be asked to take a trip time that will make you late for an appointment; and
- 2) offer you a return ride up to one (1) hour later than the time you requested.

You will be called the day before to verify your trip time. If you are unwilling to accept the trip time offered to you, it will be considered a cancellation by you, not a refusal by the service provider.

Although it seldom happens, if we are unable to provide your ride, a staff person will let you know the day before your trip.

### **Who is allowed to go with you?**

A Personal Assistant/Personal Care Attendant (PCA) may accompany you when your need for such an assistant is documented by your medical professional during the application process. Such an assistant is considered a mobility aid and rides free. PCAs must have the same pick-up and drop-off location and time as the ADA eligible rider.

One traveling companion may also ride with each ADA eligible rider. Additional companions are permitted if space is available. Companions pay the full fare and must have the same pick-up and drop-off location and time as the ADA eligible rider.

(See the **How To Ride WRTA Paratransit Service** *Insert* for more information on requesting and taking trips.)

### **Fare Information**

(See the **Fares** *Insert*)

### **Reminders**

No tipping, please! Drivers are not allowed to accept tips.

If you travel by cab, remember to tell the driver that you only have to pay the regular WRTA (ADA) fare, not the full cost of a cab ride.



# Non-ADA Service

In addition to ADA (Americans with Disabilities Act) Service, the Worcester Regional Transit Authority funds Non-ADA Service for elders 60 years of age and older and people with disabilities, regardless of age, residing in its member communities. Non-ADA Service is provided because ADA service is only available where bus service is available and bus service is very limited outside the City of Worcester.

Non-ADA service can vary slightly from one community to another. However, trips are available to in-town destinations (i.e. grocery stores, doctors offices, senior centers, etc.) and on certain days to Worcester for medically related trips. You must call your local provider in advance to schedule your trip. Paratransit service does not operate unless trip reservations are received.

For more information on Non-ADA Service in your community including days and hours of operation or to request a trip, call your local provider (see the **Service Provider Listing Insert**). To learn more about general rules for riding Non-ADA Service see the Insert titled **How to Ride WRTA Paratransit Service**.



# ADA Application

## Worcester Regional Transit Authority ADA Complementary Paratransit Service Application

ADA Complementary Paratransit Service is for individuals whose disability prevents them from using fixed route bus service. It is available when and where fixed route bus service operates. See the **Americans with Disabilities Act (ADA) Service** *insert* for more detailed information.

All persons applying for ADA Service are required to come to Paratransit Brokerage Services, Inc. (PBSI) to complete the application. Free round trip transportation will be provided. A companion may accompany you as long as both of you are picked up at the same location. Call 508.797.5560 Ext. 2229 to schedule your appointment.

A form will also be sent to your health care professional so please bring the name and address of the appropriate individual. Health Professionals include Physical Therapists, Occupational Therapists, other Rehabilitation Professionals and Physicians.

Your application for ADA eligibility will not be reviewed until PBSI receives the form completed by your health care professional.

### PLEASE NOTE:

**You must be able to meet the vehicle along the curb at street level to use WRTA paratransit services.**

# WRTA Non-ADA Paratransit Service Application For Individuals with Disabilities Under 60

This is *not* an application for ADA Level Complementary Paratransit (Van) Service.

Complete and return to: \_\_\_\_\_  
(Provider Name )

\_\_\_\_\_  
(Provider Address)

## Part I:

To be completed by the applicant and forwarded to his/her physician or certifying agency.

### PLEASE PRINT

Name: \_\_\_\_\_ Telephone No.: \_\_\_\_\_

Street Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

\*\*\*\*\*

## Part II: To be read and responded to by the applicant's physician or certifying agency.

In order to be eligible for the WRTA's Non-ADA Service, an individual must have a mobility impairment which requires pick up and drop off at his/her residence.

The service is highly specialized and reserved for individuals with transportation disabilities as described in the attachment entitled:

### For Individuals with Disabilities:

#### Eligibility Guidelines for Access to the WRTA's Non-ADA Paratransit service

Due to great demand, it is critical that only those persons who truly need pick up and drop off at their residences receive service.

After referring to the guidelines, please describe (on your letterhead) how your patient's disability results in a mobility impairment requiring pick up and drop off at his/her residence. Indicate in your statement whether the need for service is permanent or temporary. If the need is temporary, please include dates.

Please specify if your patient should be bringing someone with him/her to provide assistance.

Physicians and certifying agencies are asked to return this sheet, along with their letters of documentation to the appropriate van service at the above address.



## **FOR INDIVIDUALS WITH DISABILITIES:**

### **Eligibility Guidelines for Access to WRTA Non-ADA Paratransit Service**

#### **Part I: Functional Disability Criteria**

Following are functional disabilities which, when verified by you, would result in an individual being considered eligible:

- 1) Any person who cannot ride a fixed-route bus.
- 2) person who cannot use stairs, escalators, or ramps.
- 3) Any person who cannot walk, unaided, 200 feet or more.
- 4) Any person who uses a wheelchair, walker, crutches or braces.
- 5) Any person who, by virtue of a medical condition, cannot read or understand informational signs.
- 6) Any person who, by virtue of a medical condition, cannot hear or understand announcements.

#### **Part II: Medical Conditions**

Following are medical conditions which, when verified by you, constitute a functional disability:

- 1) At minimum, a moderate to severe hearing loss in the better ear, accompanied by an inability to understand speech with/without the use of a hearing aid.
- 2) The inability to use one or more limbs.
- 3) Medical conditions, including but not limited to, cardiovascular and respiratory problems, affecting strength and endurance.
- 4) Neurological diseases or conditions affecting coordination, strength and/or comprehension such as polio, cerebral palsy, multiple sclerosis, or paralysis.
- 5) Musculoskeletal impairments such as muscular dystrophy or severe arthritis.
- 6) A psychological and/or psychiatric disabling condition which results in one or more of the functional limitations outlined above.

A person is not to be considered transportation-disabled if his or her sole incapacity or disability is pregnancy, obesity, abuse of drugs or alcohol, or controlled epilepsy.

### **Part III: Acceptable Certifications**

Individuals shall be eligible if they have received one of the following certifications:

- 1) Certification by an appropriate medical doctor, physical or occupational therapist, or rehabilitation professional that the functional limitations outlined in Part I actually exist.
- 2) Certification by U.S. Veteran's Administration as a veteran who is qualified for an 80% disability allowance.
- 3) Certification by the Massachusetts Commission for the Blind as being legally blind.
- 4) Eligibility for Social Security Disability Income (SSDI) according to "Disability Evaluation under Social Security-A Handbook for Physicians", Social Security Administration, July, 1970.



# Fares

## Service:

## Fares: (per one-way trip)

	Within Town	One (1) Town Out	Two (2) Towns Out	Three (3) Towns Out
Americans with Disabilities Act (ADA) Service	\$2.00	\$2.50	\$3.00	\$3.50
Children - See below				

* Local Non-ADA Service	\$1.00	\$1.25	\$1.50**	\$1.75**
-------------------------	--------	--------	----------	----------

\*Some communities subsidize the above fares. Check with your local service provider.

\*\*Traveling two or more towns out is limited. Check with your local service provider.

(see the **Service Provider Insert**)

<b>Bus Service</b>	\$ .60	\$ .75	\$ .80	\$1.00
--------------------	--------	--------	--------	--------

(These are reduced fares for elders  
showing a WRTA Senior ID Card, (Transfers are \$.10)  
for people with disabilities showing  
a Statewide Access Pass, or for anyone  
showing a Medicare Card)

10-Ticket Script Booklet	\$ 4.50
40-Ticket Script Booklet	\$ 18.00
(Tickets can be used on the bus or for paratransit rides)	

### Paratransit Service in any Zone

Children	under 5 - with an adult for both ADA and non-ADA trips	Free
Children	5-13 - with an adult for non-ADA trips	\$ .50
Children	5-13 - with an adult for ADA trips	\$1.00
Children	5-13 - without an adult for ADA trips, only	Regular ADA Fare

\*Non-ADA riders under 13 must be accompanied by an adult

### Please Remember:





Exact fare or prepaid ticket is required. Our drivers do not make change.

Please have your fare available and ready upon boarding.

# Service Provider Listing

The Worcester Regional Transit Authority funds both ADA (Americans with Disabilities Act) and Non-ADA Service for elders and people with disabilities in its member communities. To use these transportation services riders must be able to meet the vehicle at the curb. (See the **Americans With Disabilities (ADA) Service Insert** and the **Non-ADA Service Insert**)

Below is a list of local service providers and the communities they serve. Contact your local provider for more information or to request service.

<b>Service:</b>	<b>Serves:</b>	<b>Phone Number:</b>
 Auburn Council on Aging	<b>Auburn</b>	508.832.7799
 AVCOA (Assabet Valley Councils on Aging)	<b>Boylston, Marlboro, Northboro, Southboro, Westboro</b>	508.393.1600
 Clinton Council on Aging	<b>Berlin, Clinton</b>	978.365.9416
 S.C.M. Elderbus	<b>Barre, the Brookfields, Brimfield, Charlton, Douglas, Dudley, Holland, New Braintree, Oakham, Princeton, Rutland, Southbridge, Spencer, Sturbridge, Sutton, Wales, Warren, Webster</b>	800.321.0243
Grafton Council on Aging	<b>Grafton</b>	508.839.9242
Holden Council on Aging	<b>Holden</b>	508.829.0273
Leicester Council on Aging	<b>Leicester</b>	508.892.7016
Millbury Council on Aging	<b>Millbury</b>	508.865.9247
Oxford Council on Aging	<b>Oxford</b>	508.987.6000
Shrewsbury Council on Aging	<b>Shrewsbury</b>	508.841.8643
Paratransit Brokerage Services, Inc. (PBSI)	<b>Worcester &amp; backup ADA for all WRTA communities</b>	508.752.9283 800.499.6384
West Boylston Council on Aging	<b>West Boylston</b>	508.835.6916



# Your Right to Appeal

- Eligibility for WRTA Americans with Disabilities Act (ADA) Paratransit Service is based on your ability to travel on your own and is determined by an eligibility reviewer who is independent from the Worcester Regional Transit Authority.
- Eligibility for WRTA Non-ADA Elderly and Disabled Paratransit Service is based on your age and/or your disability.
- It should be noted that violation of service rules can result in loss of service.

- If you disagree with a decision that limits your eligibility or your access to service, you have the right to appeal!

Put your request for appeal in writing to:

Ms. Mary MacInnes, Administrator  
Worcester Regional Transit Authority  
287 Grove Street  
Worcester, MA 01605

For more information or to request a copy of the Appeal Process, call the WRTA Administrative Assistance at 508.791.2389 (Ext. 3025).